

**Department of Employee Trust Funds
WRS EXTRANET USER MANUAL**

CHAPTER 3 – PREVIOUS SERVICE AND BENEFIT INQUIRY APPLICATION

- 300 Logon Instructions**
- 301 Validating System Connection**

300 LOGON INSTRUCTIONS

Once you access the Extranet site as instructed in Chapter 2,

1. Double-click the **Previous Service and Benefit Inquiry** link. User Name and Password Screen displays.
2. Key Logon ID, tab to Password field, key your Password; and click **OK** or press enter. Do not select the option to “remember my password.” Security message appears and the radio button to select type of employer displays.
3. If you are a Local employer click **Local Employer** or, if you are a State employer, click **State Employer** and click **Submit**. WRS Previous Service Benefit Inquiry screen displays.

301 VALIDATING INQUIRY SYSTEM CONNECTION

If you are/were in a WRS covered position you can verify that the Extranet site is operational by entering your own Social Security Number (SSN) in the space provided, selecting **Inquire**, and reviewing your own WRS previous service benefit information. If the information displays, the Extranet site is operational. If you get the message, “No SSN on file” you may contact the Employer Communication Center at (608) 264-7900 for assistance.

If you have difficulty accessing the Extranet site and an error message appears, record the error message description and number. Use the following chart to determine who to contact for the specified situation or screen print the error message to fax to the appropriate contact person. See Appendix D for a list of possible Message Codes. Please have your LogonID, Logon Identifier, and Password Identifier available when requesting help.

NOTE: State employees should contact their Agency Security Officers in lieu of contacting the DOA Customer Help Desk. Once your agency security officer has determined that the problem is external, they can then contact the DOA Customer Help Desk for assistance in resolving the error.

SITUATION	RESOLUTION	CONTACT
You attempt to access a WRS Employer Extranet Application and a message appears indicating that you are not authorized.	You cannot access a WRS Employer Extranet Application until you have submitted a Security Agreement to ETF, and it has been approved.	ETF's Employer Communication Center (608) 264-7900.
You have obtained your Logon information from DOA, and when you insert the information, a message appears indicating that you do not have access.	Insert your LogonID and password again.	DOA Customer Help Desk: (800) 689-7622
It has been two months since you accessed the Extranet site and you receive a message indicating that your LogonID has been revoked due to non-use.	Access the Extranet site at least once a month.	DOA Customer Help Desk: (800) 689-7622
After accessing the Extranet site, a message appears indicating that the site is unavailable, or the screen is blank.	Exit the Extranet site, and try to access the site again.	ETF Help Desk: (608) 264-8333
You forgot your password, or are unable to change your password.	Have your LogonID, Logon Identifier, and Password Identifier readily available prior to contact.	DOA Customer Help Desk: (800) 689-7622
You have a WRS account and you entered your Social Security Number and the message "No SSN on file"	System at ETF is not operational.	Contact Employer Communication Center (608) 264-7900
You have misplaced the letters received from the DOA, which contained your Password and Password Identifier, Public LogonID, and Logon Identifier, and cannot remember your LogonID or Password.	DOA's Customer Help Desk personnel will contact ETF to verify your Extranet Access and obtain permission to re-issue letters containing your LogonID, Logon Identifier, Password and Password Identifier.	DOA Customer Help Desk: (800) 689-7622
Your employee with Extranet access has left their position.	Immediately send either e-mail or a fax including the name of the employer, the EIN, the name of the employee, their LogonID, and the effective date.	ETF's Employer Communication Center at (608) 264-7900
A new employee is hired who will need WRS Extranet access.	Complete an Employer Extranet Application Security Agreement, and submit it to ETF.	1. Download from ETF's homepage 2. Copy agreement from this manual. 3. Contact ETF's Employer Communication Center at (608) 264-7900